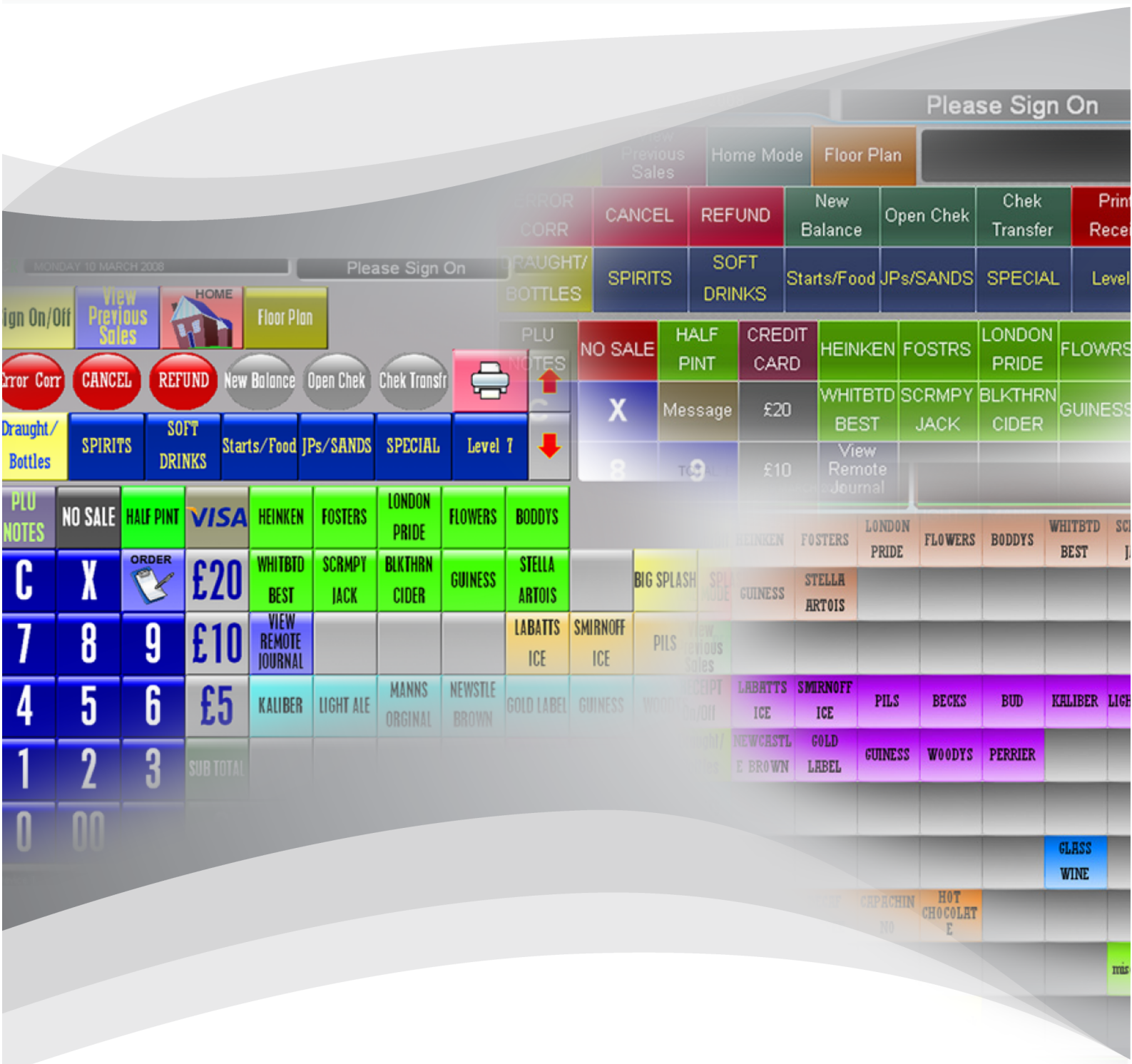
ICRTouch

ICRTouch

User Manual



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Introduction

Part I

1 Introduction

1.1 ICRTouch User Guide

This operation manual is designed as a general guide as to the day to day running of a touch screen system using ICRTouch software. The system/software is very flexible and can be set up in many different ways. Therefore the operation and functions described in this manual may not be the same as your system.

For guidence on the more advanced functions of ICRTouch please refer to your dealer/supplier.

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1.2 General Operation

Sales Functions

Signing onto the Till

Enter your clerk number and press the SIGN ON button, or if you are using the secure iButton method to sign on, then press your iButton against the receiver.

If are already in the middle of a sale, then these items will appear on the screen, the current subtotal will also appear at the bottom of the reg window.
If you are currently in the middle of a sale on any other terminal in the network then your sale will float across.

Some functions can only be performed by a manager; the manager clerk number/ibutton should be used to sign on at this time as above.
Your clerk can be signed off by entering:

0 and pressing the SIGN ON button
or by
pressing the SIGN OFF button.

Ringing in Multiple Items

Enter the quantity of the item that you want to sell, press the multiply button (X), then press or scan the item that you want to ring in.

Calculating Change

If you enter the amount that has been tendered before you press the CASH button, then the change for that sale will be calculated, and shown on the display.
Eg entering 500 and pressing CASH, will show you the change due if someone had paid with a £5 note.
Pressing the 'preset tender' buttons £5 & £10 will automatically 'cash' the sale off as if that were the amount that had been tendered.
'Partial Tendering' is possible, whereby you tender an amount less than the value of the sale, this would be used in an instance whereby somebody was to pay the bill by using as an example, a cheque worth £5, and then paying the rest in cash.

Suspend and Resume

A sale can temporarily be put on hold by pressing the SUSPEND button. *You can now start a new sale, the display will continually flash sale in suspend buffer, whilst you are signed on, until it is picked up again.*

When you are ready to finalise the suspended sale, press the RESUME button. *The sale can still be cancelled at this point if it is no longer required.*

Price Enquiry

The price of an item can be obtained from the till without ringing it in, by pressing the PRICE ENQUIRE button, then pressing the item you wish to know the price of.

Giving Discounts

An item can be discounted by ringing in the item, then entering the discount rate and pressing the %-button. The whole sale can be discounted by pressing the subtotal button at the end of the sale, then

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entering the discount rate, and pressing the discount button. *A 10% discount can be given by entering 10, and pressing the %- button,*

Viewing and Reprinting your Old Sales
Your past sales can be viewed by pressing the VIEW PREVIOUS SALES button, then can be scrolled through by pressing the Page up and Page down arrows. A receipt can be reprinted for one of these sales by pressing the printer icon whilst you are viewing that sale. You can leave 'viewing past sales' by pressing the ESC button.

View Open Checks
You can view and open the current checks & tables on the screen in a list (useful to see what checks\tabs are running when you start a shift) again this is a security issue so authority to view or open cheks/tables is decided with each clerks programming.

Ringing in Miscellaneous Items
Miscellaneous items can be rung in by typing in the value of the item, then pressing the misc button.

Ringing in Items from Within a Drop Down Window
Some buttons on the keyboard may be a window containing a list of up to 50 items. Pressing these uttons will bring up their list of items. The window can be scrolled up and down using the arrow keys, and an item selected by pressing enter. *Pressing ESC will leave the window without registering an item. Enter the number of the item before pressing the window button will register the item in that window without calling up the window.*
Some windows may be set to be stay down, in which case they will remain on the screen until the ESC button is pressed, many items can be registered in this way. If a multiplication is set before entering the window, then that multiplication will carry through.

Opening the Drawer
In order to open the drawer without making a sale, sign on to the till, and press the NO SALE button.

Switching the Receipt On/Off
Press the RECEIPT ON/OFF button to toggle the receipt between on & off, there is a little icon that is a printer in the bottom left hand side of the screen, that indicates if the receipt is on or not.
If the receipt is on then a receipt will be issued at the end of every sale. The state of the receipt switch has no effect on any kitchen printer orders.

Correcting Mistakes

Correcting Items from Within a Sale
You can correct the last item registered by pressing the ERROR CORRECT button. To correct an item from higher up in the list, you can scroll up to that item using the arrow keys, and then remove it by pressing ERROR CORRECT.

Cancelling a Whole Sale
The whole of the current transaction can be cancelled out, by pressing the CANCEL button, then answering YES to CANCEL OK?.

Refunding Items
Single items can be refunded, by pressing the REFUND button, then pressing the item that is to be. To Refund a whole sale, its easier go into Refund Mode. Press the HOME MODE button, then press the REFUND MODE button, the till will appear the same as if it is in normal sales mode, however any items rung in at this point will be removed from the totals.
You are only permitted to do one refund sale at a time, this is to prevent the till be left in REFUND MODE. If you need to do any refund, then go back to HOME MODE, then back to REFUND MODE again. To go back to normal sales mode, press the HOME MODE button, then press the SALES MODE button.

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1.3 Error Codes

Error message	Meaning
Sign on first	Transaction attempted without a clerk being signed on.
No such Clerk	Attempt to sign on with a secret number that doesn't exist.
Misoperation	General misoperation error.
Print Buff Empty	Attempt to print a receipt without one being available.
REG Mode Only	Attempt to use a function that can only be used in REG Mode.
X or Z Mode Only	Attempt to use a function that can only be used in X or Z Mode.
SIgn off First	Attempt to got to Home Mode whilst in the middle of a sale.
No Int Buff Avail	Attempt to perform clerk interrupt, but there are too many clerks with sales open.
Close Drawer	Attempt to use the register with the drawer open.
Minimum stock	The product has reached it's minimum stock level.
Customer not found	A customer has been entered using a customer number that does not exist.
Zero price	The item registered has no preset price.
Inhibit Open Amt	You have tried overriding a price on a preset item.
Split tendering Inhbtd	The option to partial tender has been disabled on this finalise key.
MODE Operation Inhbtd	The Clerk is not allowed to sign on in the currently selected mode.
Operation Inhibited	The Clerk is not allowed to use that function.
IDC File near end	Too many items have been registered - finalize the sale.
Multiple Refunds Inhibtd	More than one refund mode operation has been attempted, come out of refund mode, then go back again to attempt a second one.
Print Buffer Full	Too many items have been registered - finalize the sale.
Printer Error	General printer error.
No Customer	Check the RJ Printer.
Check Not Open	Attempt to use a customer specific function without a customer on.
Too Many Checks	An Old Check function used to open a check that doesn't exist.
No Check Open	An attempt to New Balance a sale, without a check being open.
Check Already Open	An attempt to open a check, when you already have one open.
Check No. Busy	The selected check is in use somewhere else.
No Active Clerks	The active clerks list has been used, none are active.
Opened by another clerk	The selected check has been opened by another clerk, and the clerk in use is not allowed to open other clerk's checks.

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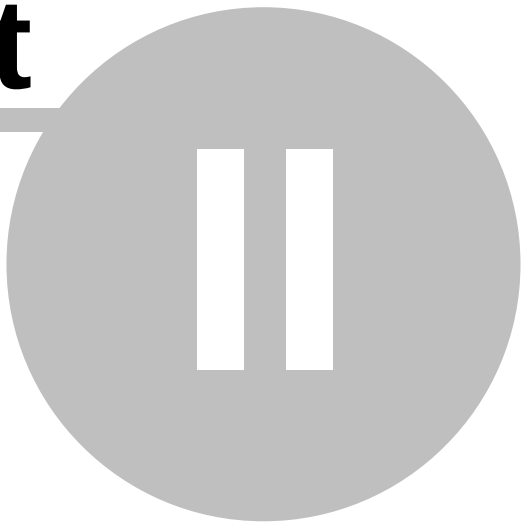
Clerks

Part



2 Clerks

2.1 Signing on Clerks

ICRTouch supports 4 methods of signing clerks in. Depending on how your system is configured you could be using any 1 or more of these methods.

Secret Pin Numbers

Each cashier is allocated a secret number of up to 4 digits. This can be entered either using the onscreen numeric keypad if you have one, or by pressing the sign on button which brings up a numeric keypad.

Pin numbers can be changed in Program Mode 3 - **Clerk | Clerk Feature | Secret Sign on Number** .

Preset One Shot Clerk Keys

Pressing the required preset clerk key logs that cashier on.

Magnetic Cards

Swipe the clerk card through the card reader

iButtons/Dallas Keys

Press the ibutton on the ibutton reader. If magnetic stick on ibuttons are being used, then the system can be confirgured to sign the clerk off when the ibutton is removed.

Signing Off

The cashier can be signed off by enter 0 on the numeric keypad followed by the sign on key or by pressing the Sign Off key.

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2.2 Clerk Interrupt and Floating Clerks

Clerk Interrupt

Clerk interrupt allows cashiers to use a terminal even though another cashier currently has an active sale open. When the new cashier signs on to the till, the current active clerk is pushed into a buffer in the background when it can be later recalled.

To recall the cashiers previous transaction they simply sign onto the terminal as normal.

Suspend & Resume

Suspend & Resume keys allow a cashier to effectively interrupt it's own sale and process a second one. This is useful for times when the customer has left the tilling area to perhaps get something else, the till operator can still continue to process other customers until that customer returns.

Pressing the Suspend key pushes the current active sale into a buffer in the background, allowing the cashier to begin a new sale. The sale will stay there until the Resume Key is pressed. Only the cashier that owns the suspended sale can resume it.

Floating Clerks

Floating clerks allow cashiers to move their current sale from one terminal to another. This process happens automatically when the cashiers signs onto a terminal but they have a sale currently active on another. There are times when the clerks sale cannot be floated accross, for example if there is a dialog on the screen prompting for cooking instructions or if the clerk is program mode etc. Under these conditions the terminal will show the error message 'Clerk Busy'.

Clerk Change

Clerk change is a special function that allows you to change the cashier of the current sale, without restarting the sale. Common uses for this function are Manager Overide that allows a manager clerk to take control of the current sale to correct/refund items off, and hair dressing applications which allows multiple clerks to tend a single customer each acruing commision for the work that they performed.

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Checks and Tables

Part III

3 Checks and Tables

3.1 Checks

There are two ways to store a transaction/sale using checks

Assigning a sale to a check

Sign on enter check number and press the check key *

You may be prompted to enter text for the check if so you can enter the customer name or other details then press enter, if no text is required press enter.

Enter sale in normal way

Press new balance to store away

Transferring to a check

Sign on.

Enter sale in normal way.

Enter check number and press check transfer.

** Option is available for a qwerty box to appear the first time you use a check this allows you to enter a customer name or code for this tab. This will then appear on the screen each time the tab is opened. The name can also appear on the receipt and in the kitchen*

** Option available to capture Credit Card details (see your dealer)*

To Print the bill for a check

Sign on enter check number

Press receipt

An itemised sub total bill will be printed out and the tab stored away

Splitting a Bill

Sign on.

Press the table & press the Split Bill button.

The split table screen will now be displayed.

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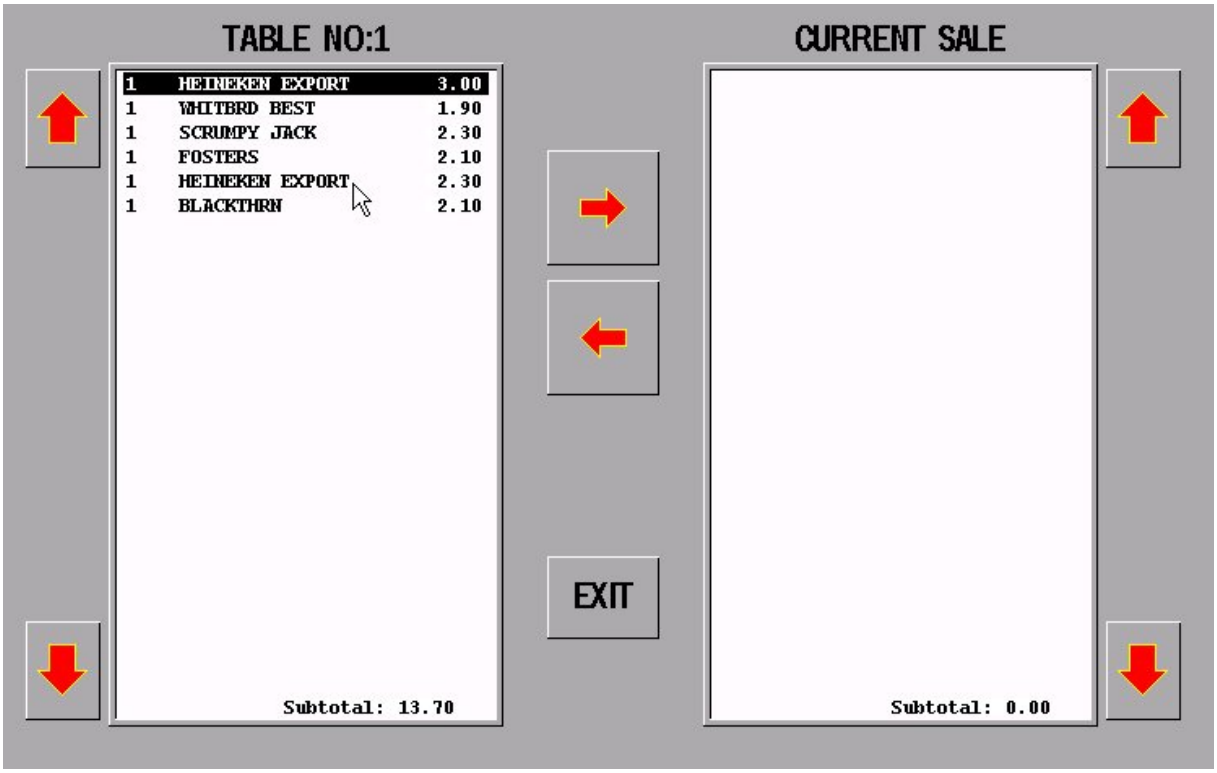
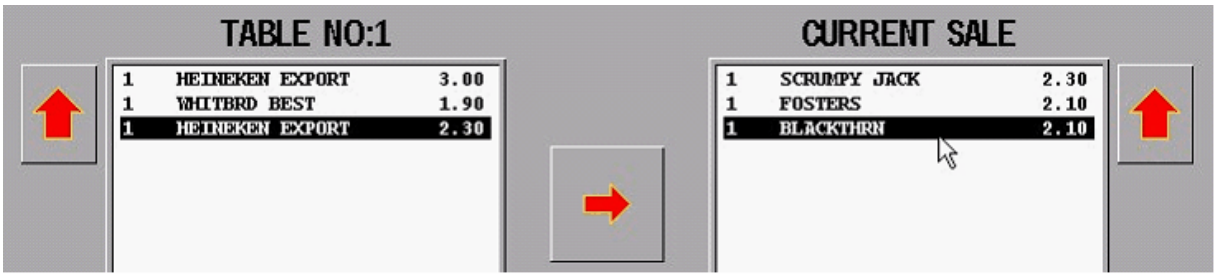


Select the item to be transferred to the current sale, and press the right arrow key.

Repeat this procedure until all required items are in the current sale window.



When you have finished press Exit.
The original check will be stored away (New Balanced) with the items you selected now in audit window as an active sale which you can pay off or store away by transferring to a new Table or a check

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Go Dutch

Sign on

Enter the check number and press the Go Dutch button

Enter the Number of Bills

To Pay/Cash of a check

Sign on

Enter check number press check

Select open

Finalise sale in normal way Cash, Cheque, Credit Card Etc
N.B. You can always store a check away again by pressing the New Balance button

Covers
It is an option that the number of covers in entered during the first transaction within a check

Correcting items in a check
You can remove an item from a check by selecting the item in the audit window & then using the Error correct button.

Refunding an item from a check

Open the check,press the refund button & press the item you wish to refund on the menu screen (not in the audit window)

Service Charge
(see your dealer)

OPEN CHEK REPORT

This report will show you all currently occupied checks/tables and the amount outstanding.

1, SIGN ON 2, Select END OF DAY 3, Select X MODE, 4, Press OPEN CHEK Button.

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3.2 Tables

Tables & Floor Plans

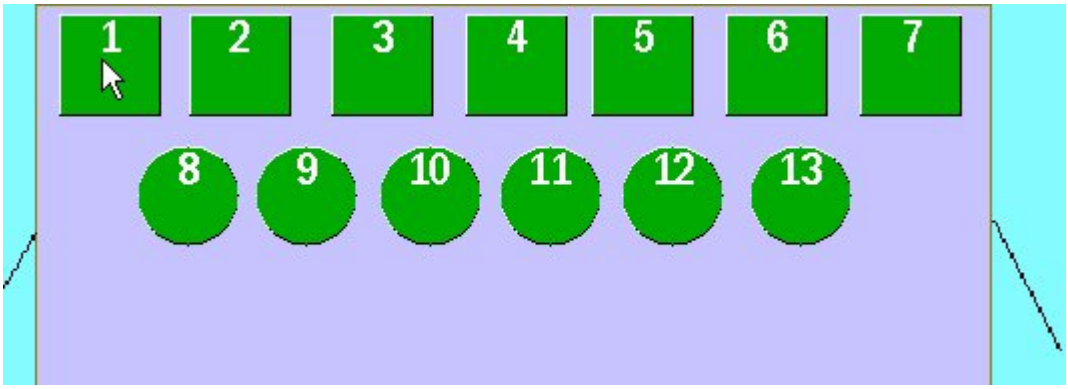
Table Colours Green = Vacant Red = Occupied Blue = Bill Printed

Opening A Table

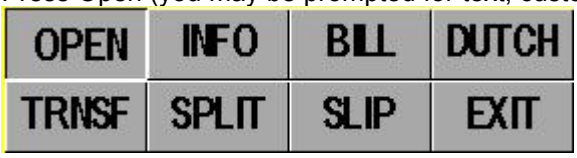
Sign on & press Floor Plan.

Select the floorplan level you require using the up/down arrow.

Press Table.



Press Open (you may be prompted for text, customers name).



Enter sale in normal way.

Press new balance to store away.

Covers

It is an option that the number of covers in entered during the first transaction within a Table the number will appear in the bottom left hand corner of the table & in the Info box.

Moving a Bill from one table to another.

Sign on & press Floor Plan.

Select the floorplan level you require using the up/down arrow.

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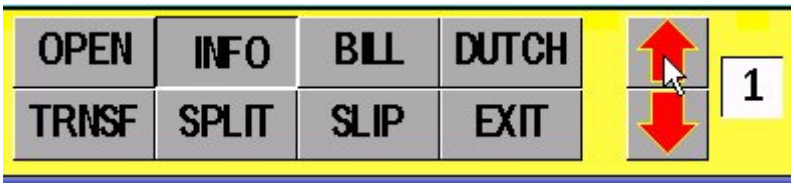
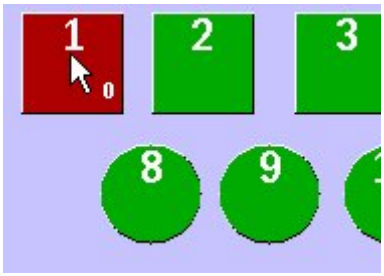


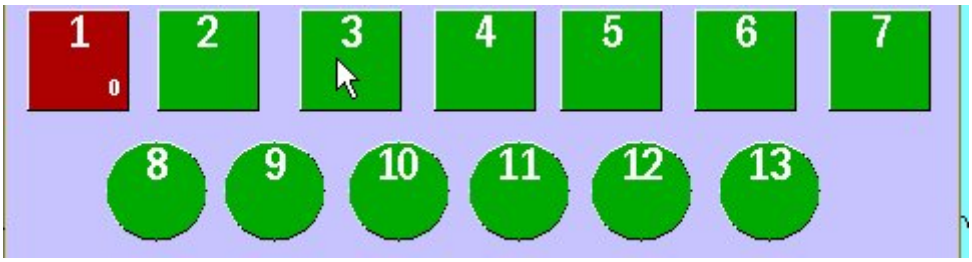
Press the table to be transfered.



Press open.

Press Floor Plan & the TRNSF button.

Press the new Table button (may prompt for text, customers name).



Adding one tables bill to another

As above (Moving a bill from one table to another).

Splitting a Bill

Sign on.

Press the table & press the Split Bill button.

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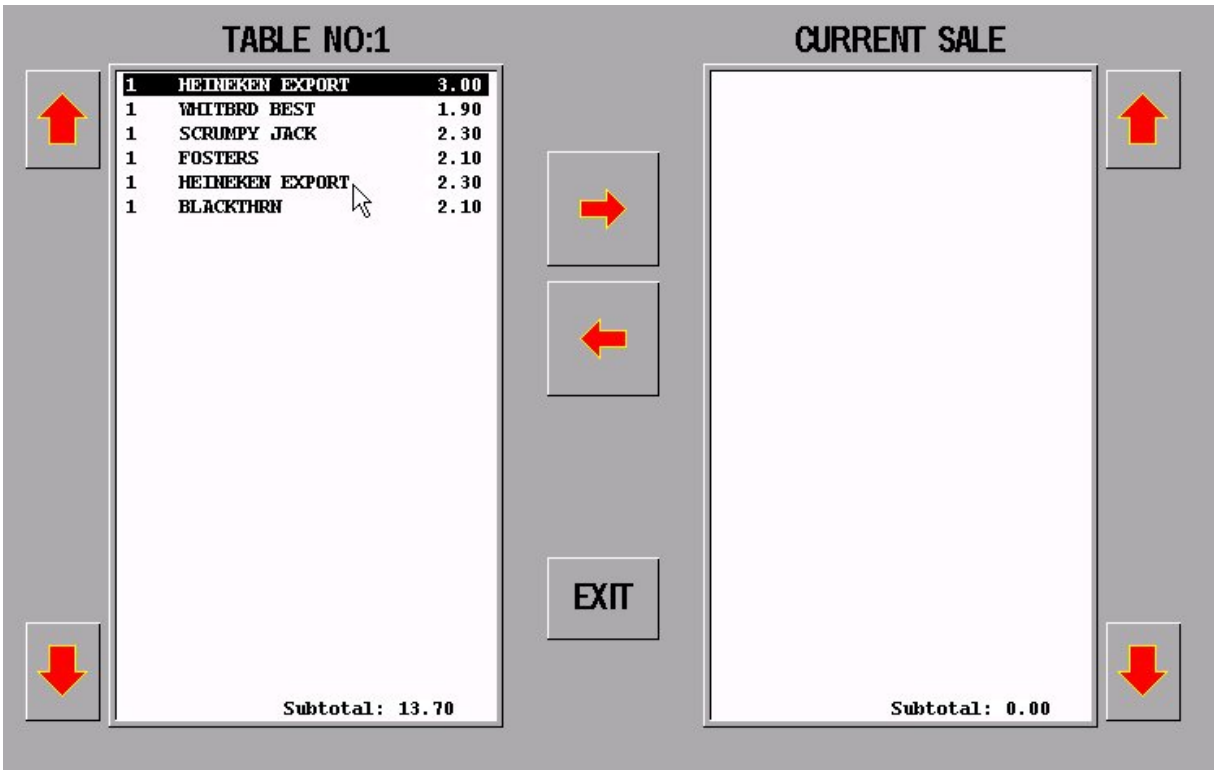
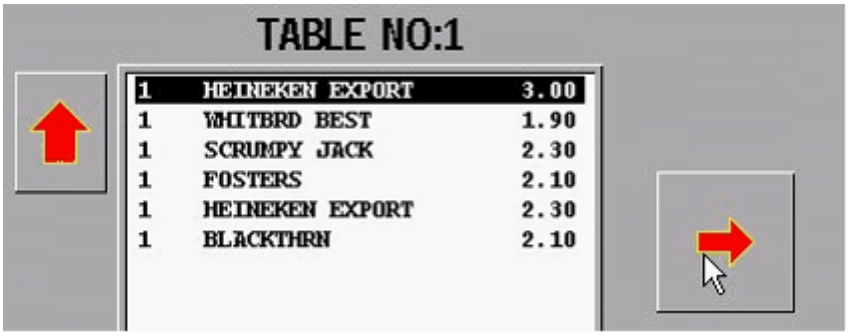
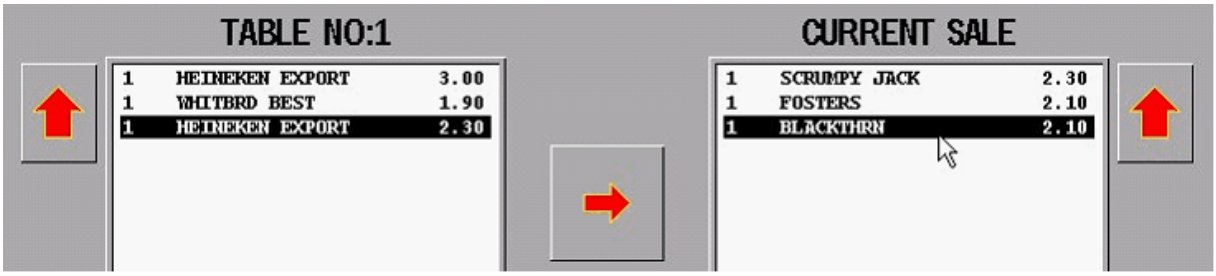
The split table screen will now be displayed.



Select the item to be transferred to the current sale, and press the right arrow key.



Repeat this procedure until all required items are in the current sale window.



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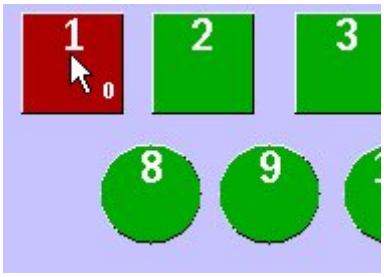
When you have finished press Exit

The original Table will be stored away (New Balanced) with the items you selected now in audit window as an active sale which you can pay off or store away by transferring to a new Table or a check

Printing a Bill

Sign on.

Press the table key then select the table the bill is required for.



Press the bill key.

An itemised sub total bill will be printed out the Table stored away & the button will turn Blue.

Buttons in the Left Hand corner of Table Plan Screen
OPEN Opens Table
INFO Displays Table Information
BILL Prints the
DUTCH Divides & Prints Bills
TRNSF Used to transfer and open Sale or Chek/Table to a Table
SPLIT Splits the Table into two screens
SLIP Prints bill on optional slip printer
EXIT Exits Floor Plan
Arrow Buttons Used to move to other Floor Plans (Max of 10)

Table Reservation

Deposits, Time reserved before booking Etc (see your dealer)

Sign on & Press Table Reservation Button

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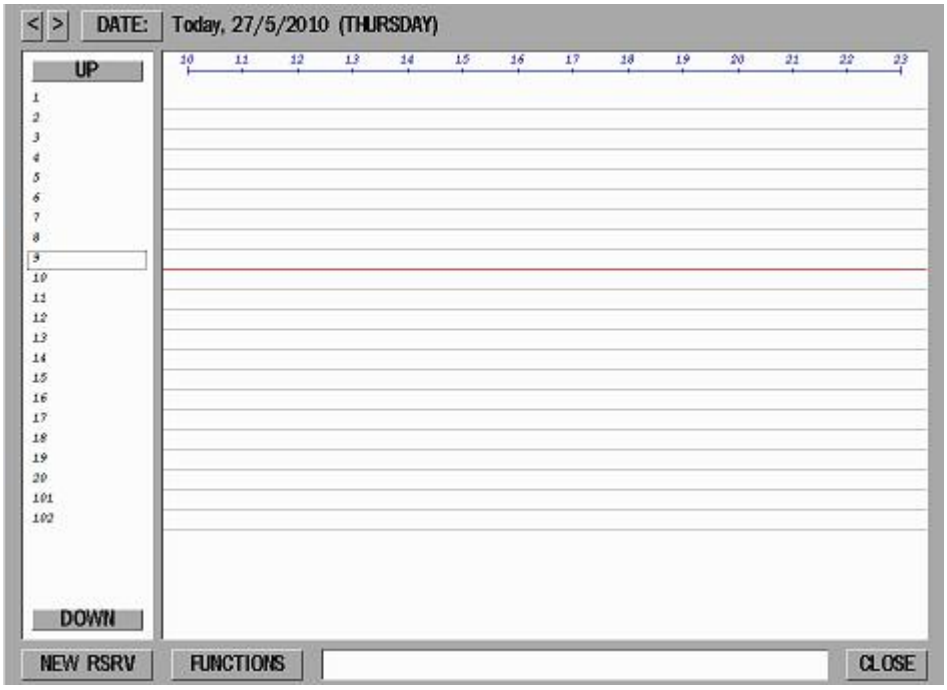

Select Table (on left hand side) then press new reservation.
Enter booking time
Duration
Enter number of Guests/Covers
Enter Booking Reference (customers Name)
Press Close to finish)
An R will appear on the Table during the reserved time and a warning will appear if you open it

OPEN CHEK REPORT

This report will show you all currently occupied checks/tables and the amount outstanding.

1, SIGN ON 2, Select END OF DAY 3, Select X MODE, 4, Press OPEN CHEK Button

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Receipt, Bill and KP Printing

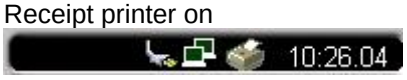
4 Receipt, Bill and KP Printing

4.1 Receipt Printing

There are two settings for receipt printing in ICRTouch

Receipt on/off
You can have a receipt print after every sale, to do this simply press the receipt on/off button. In the bottom right of the screen you should see a printer icon if receipt printing is on if no icon is displayed no printer icon will be displayed.

Receipt printer on



Receipt printer off

Post receipt
If you have the receipt switched off you are still able to print a receipt if the customer requests one, simply finalise the sale as normal then press the receipt key, a full receipt will now be issued.

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4.2 Bill Printing

Printing bills for tables or checks

From ICRTouch you can print bills for customers before they finalise the sale.

For checks you need to hold the check ie not have it open. You can then enter the check number and press the receipt key, this will print a full bill for that check.

For tables first hold the table then from the floor plan simply press the table then press the bill key, this will print a full bill for that table.

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4.3 Kitchen Printing

Kitchen printers settings would be set up by your dealer.

When creating new products that would need to go to the kitchen, In program 3 - PLU - PLU (refer to Creating new products) you will need to specify which KP they need to print to. Your dealer can advise you as to where each KP is located. ie KP 1 dessert printer, KP 2 Mains printer etc.

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Reporting

Part V

5 Reporting

5.1 End of Day

Reports X & Z Readings
For Security reasons only certain clerks are able to do reports..

End of Day Reports
If you are using Checks or Tables you should print out an Open Chek Report before you print out an end of day report. This lets you know if you have any Checks,Tables that have
yet to pay. You can then decide whether to pay them off or void them before you do an end of day and close today's business. You can keep tabs running if you wish they will carry forward until paid off.
Press the HOME MODE button then press the END OF DAY button,
Then select X Mode Reports for Read only reports, or Z Mode Reports for Reset. Reports can be terminated at any time by pressing the STOP button. If you terminate a Z report, It will not reset the totals for that report
At the end of a Z reset report you are asked Are You Sure. Z Reset YES or NO. This is a safeguard should there have been a printer problem you can say NO and then print the report again
once you have sorted out the printer.

End of Day
Select X MODE or Z MODE & press the END OF DAY REPORT button.

Open Checks/Tables
Select X MODE press the OPEN CHEKS button.

PLU Sales (Stock takers report)
Select X MODE or Z MODE & press the STOCK SALES REPORT button. (you may be asked for a PIN Number, default1234).

Electronic Journal Print Out
Select X or Z MODE and press journal by date & time then enter a date or press ESC This will print out all transactions on this touchsreen.
Or press Journal Backwards, this will print out from the current point going back.

Journal by Clerk
Press the journal by clerk button and select a clerk Number, date and time this will print the journal out for all
transactions for this clerk,

To Erase the Electronic Journal
The journal can be erased by going into Z MODE and pressing the JOURNAL RESET ONLY button. (see your dealer)
All of the reports for the tills can be found in the drop down windows at the top of the screen (see your dealer)

Batch Report
These are preset reports which are a list of reports strung together to appear as one report.

Daily Reports
This shows a list of all daily, period 1 reports.

Weekly Reports
This shows a list of all period 2 reports, they need not be weekly, they print from when they were last reset.

Monthly Reports
This shows a list of all period 3 reports, they need not be monthly, they print from
when they were last reset.

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Management Utilities

Part VI

6 Management Utilities

6.1 Inline Functions

In the inline functions menu, there are various options;

IRC Initialise
This will check for the presence of all terminals on the network, and determine which terminal is the check tracking master, time and attendance master and customer master. This operation only needs to be performed on one terminal, as this terminal will then inform all other connected terminals.
This operation should be performed where any change is made to the network configuration, e.g. adding a terminal or removing a terminal.

Check Busy Reset & Table Busy Reset
This option should only be used by an ICRTouch authorised dealer. Incorrect use can cause sales data corruption.

Clerk Busy Reset
This option should only be used by an ICRTouch authorised dealer.

Send Stock Counter
Updates the other tills in the system with the stock counter from this one.

Clerk Chk/Table transfer
Transfers all the check and tables 'owned' by one clerk to another.

Resync Bill Lodging
Resends the Bill Lodging file down to Commidea ILink.

Send Check file to Backup
Only available on the check tracking master, this option allows the check file to be synchronised into the check backup master. *Please consult you dealer as to the correct operation of this feature.*

Switch to backup Master
Only available on the check tracking backup master, this instructs the system to switch control over to that unit. *Please consult you dealer as to the correct operation of this feature.*

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6.2 Change price level

This allows you to manually change the current price level.

The current price level is displayed in the top right hand corner of the screen.

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6.3 Clerk Functions

Clear Auto-Clerk Buttons
This will reset all of the auto-clerk buttons back to sign on buttons.

Program Ibuttons
This allows you to assign ibuttons to a clerk from within manager mode.

Manage Biometrics
Calls up the background biometrics application for configuration. (see dealer)

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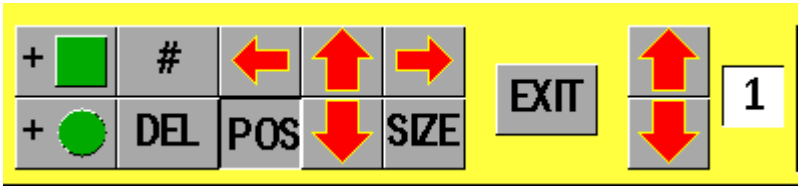
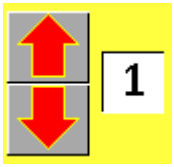
6.4 Edit Floorplan

From here you can add, remove, re-number, enlarge and shrink tables on your graphical floorplans.



Pressing the  arrows changes the floor plan you are editing.

Pressing the button will add a square table to the floorplan.

Pressing the button will add a round table to the floorplan.

Pressing a table then pressing will allow you to change the table number.

Pressing a table then pressing then the arrow keys will move the position of a table. Tables can also be moved by pressing a table then dragging it to the desired position.

Pressing a table then pressing then the arrow keys will change the size of a table.

Pressing exits you back to manager functions.

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Examination of Net and Gross Totalizors

Part VII

7 Examination of Net and Gross Totalizors

The sales totalizors of ICRTouch fall loosely into 2 categories, those that are net and those that are gross. They are calculated at different times during a sale, sometimes across different terminals, in the case of floating clerks and centralised checks, and sometimes across different sales, in the case of check tracking. This can cause apparent differences in these 2 types of totalizors.

Gross totalizors

Gross totalizors are calculated as items are rung into the till. Gross Sales, Department totals, PLU Group totals and PLU totals are all gross totalizors. These are calculated at the till that they are rung into, regardless of whether the sale itself is cashed off on another. Gross totals are the total of all items sold on this till.

Net totalizors

Net totalizors are calculated when sales are cashed off at the till. Net Sales, the 'in-drawer' totalizors and finalise keys are all Net totalizors. These are calculated on the till that the sale is cashed off on, regardless of which till the items that are in the sale were actually rung in on. Net totals are the total of all sales paid for at this till. Why are there often differences between these 2 type of totalizor? This question always crops up when a new till system is installed. The 3 main causes for differences in these 2 types of total are floating clerks, check tracking and discounts/premiums.

Floating Clerks

As items are rung into a sale, the gross totals are calculated, depts, plu's etc. If the clerk's sale is now 'floated' to another terminal and cashed off, the net totals will now be calculated. The result is that the gross totals will stay on the terminal that the clerk was originally on, however the net totals will be on the terminal that the sale was cashed off. An X/Z report taken on till A will show gross totalizors, gross sales, dept sale, plu groups sales etc, but no net totalizors, net sales, cash in drawer etc. However till B will be the opposite of this showing net totalizors but no gross totalizors. An inline consolidated report between the 2 tills will show these 2 types of totals as being equal. If for any reason this clerk's sale is not 'cashed off' during that day, or the till powered down without it being cashed off, then the net totals for that sale will not be calculated, and may even be carried across to the next day.

Check Tracking

The rules that apply to check tracking are similar to floating clerks. When checks are stored, only their gross totals are calculated, much like if a sale is not cashed off with a clerk. The check's net totals will ONLY be calculated when that check is cashed off.
Many restaurants specify a terminal as being a waiter station, and as such used only for ringing items into checks/tables, they are often not equipped with a drawer, and sales are not cashed off at them. X/Z reports taken from a till like this will always show very high gross totalizors, but little or no net totalizors. The other side to this is that there is often a till where bills are paid at, but usually not used for ringing items into. X/Z reports taken from this till will usually show very high net totalizors, but little or no gross totalizors. However an inline consolidated report for these tills will shows these 2 types of total as being equal.
Note if checks/tables are not cashed off on one day, then their net totalizors WILL TILL NOT be calculated. This will give a difference on an X/Z report of all tills, in gross and net totalizors of the value of any check/table that has not been chased off. To compound the situation, when the check/table is noticed next day, and cashed off, it will have contributed to the net totalizors for that day, but not the gross totalizors. On the first day all of the gross totalizors will be higher than the net totalizors, but on the next it will be the other way around, by the same amount. This also will occur if temporary tabs are run up by staff and regular customers using checks.
With both floating clerks and check tracking the 2 types of totalizor will always end up being equal, across all tills, over a period, excluding exceptional circumstances, eg power failure in the middle of a sale, or Z clearing the check tracking file.

Discounts/Premiums, Service Charge etc

Any discounts or premium amounts applied will be added/subtracted from net totalizors. However they will not affect the gross sales totalizor and will only affect PLU, PLU Group & Dept totals when it is a % discount/premium and the 'NET Totalizing for PLU's and Depts' flag is set in;

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PGM3->Machine Features->General Feature->Machine Control 2.
Under most circumstances these totals appear in net totalizors but not in gross totalizors. The gross and net totalizors will normally be different by any discounts

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Part VIII

8 Programming

8.1 Price changes

To change prices within ICRTouch.
First you will need to goto the home mode screen from here you can select programming, for price changes select program 1.

Select option 1 PLU Price and press enter.
You will now see a list of all the products that are stored in your system.
Use the arrow keys to locate the product you wich to change the price of. If you know the products number, you can type it, and the cursor will jump to that product.
or If you press the 123 button, *this will change to ABC,* the list of products will now appear in alphabetical order, if you type the first few letters of the description, it will jump to the products that match this description.

When you have located your product press enter, you will now see all pricing information for that product.

Each product can have upto 9 different prices these can be used for and each price having 3 sub price levels.
1st @ Price - This would be the normal selling price for the item.
2nd @ Price - This would normally be used in a hospitallity enviroment for the half pint price.
3rd @ Price - This would normally be used in a hospitallity enviroment for the double spirit price.

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To change a price use the arrow keys to locate the price you wich to change then type in the new price and press enter.
Press ESC to return to the list of products to make more changes, when complete press EXIT.

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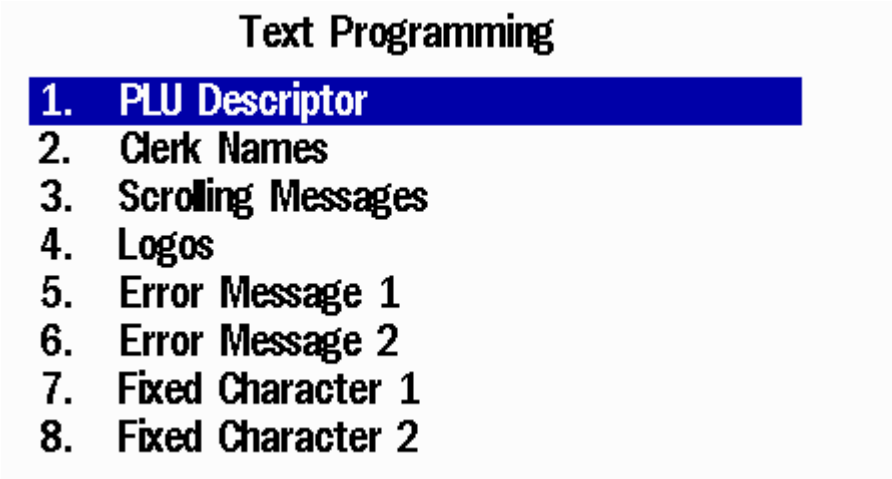
8.2 Description Changes

To change descriptions within ICRTouch.
First you will need to goto the home mode screen from here you can select programming, for description changes select program 2.



Select option 1 PLU Descriptor and press enter.
You will now see a list of all the products that are stored in your system.
Use the arrow keys to locate the product you wich to change the descriprion of. If you know the products number, you can type it, and the cursor will jump to that product.
or if you press the 123 button, *this will change to ABC,* the list of products will now appear in alphabetical order, if you type the first few letters of the description, it will jump to the products that match this description.

When you have located your product press enter, you will now be able to edit the description for that product.
Type in your new description and press enter.
Update keyboard text? when this is set to yes the new description you have entered will be updated to your keyboard.

Press ESC to return to the list of products to make more changes, when complete press EXIT.

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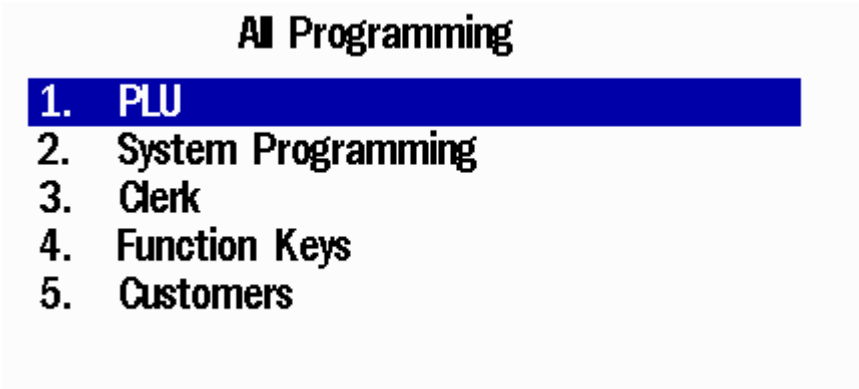
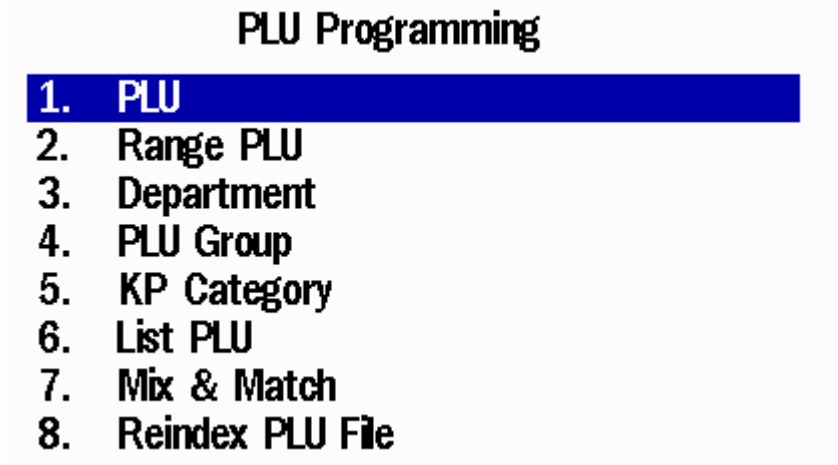
8.3 Creating new products

To add new products within ICRTouch.
First you will need to goto the home mode screen from here you can select programming, for adding new products select program 3.



Select option 1 PLU and press enter.



Select option 1 PLU and press enter
You will now see a list of all the products that are stored in your system.
Use the arrow keys to locate the a vacant record.

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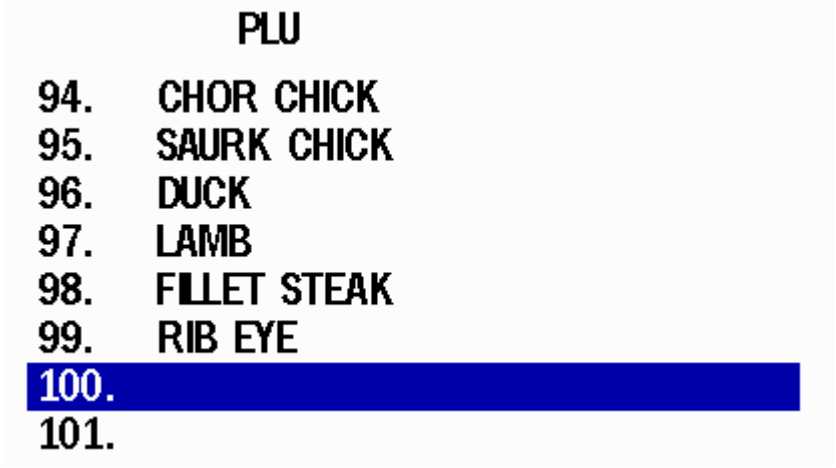

When you have located a vacant record press enter, you will now be able to create a new product.

Description of Fields

Descriptor This is the name of the product, it will appear when the product is sold.
To edit the current name, press enter on it, then edit the name and press enter to record it.

Update Keyboard Text? Setting this as YES, means that the text on the keyboard for that button will be
updated to match the descriptor above, this will change to YES automatically when you change a products name. It can be changed back to NO, if you do not wish the text on the keyboard to change for this button.

Random Code This is the barcode of a product, or could be used as Bin numbers for wine.

Price This is the price of the product, type in the price, *assuming 2 decimal places, but not entering the decimal point,* and then press ENTER.
E.g. 540 ENTER would set a price of £5.40.
1st @ Price - This would be the normal selling prive for the item.
2nd @ Price - This would normally be used in a hospitallity enviroment for the half pint price.
3rd @ Price - This would normally be used in a hospitallity enviroment for the double spirit price.

Department Link This is the department that this product to for reporting purposes, pressing ENTER on this item will bring up a drop down with all the departments in.

Group Link This is the PLU Group that this product to for reporting purposes, pressing ENTER on this item will bring up a drop down with all the PLU Groups in.

List Box Link 1 to 6 Used to link to pop up windows such as Bread Choice? White or Brown
Or a list of products such as wines or extras

List 6 items enforced zero price? When set to yes all products that a in a list box linked to List Box 6 will be sold at a zero value.

Windows stay until esc? If selected means that the list box window remains on the screen until you select
esc

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Set menu Used for set menus (see your dealer)

Maintain Stock? Do you want this product to keep a stock level

Error when minimum stock reached If selected a message will appear in the audit window each time you sell this product below its minimum stock

Inhibit sales when below minimum stock If selected you cannot sell below minimum stock

Display Stock Quantity on one shot PLU If selected the Stock Countdown number is shown in the bottom L/H corner of the PLU button

Current stock quantity You can enter the stock here (use the decimal point)

Minimum stock quantity Enter the Minimum stock quantity here (use the decimal point)

Tax Rate Select a Tax Rate from the drop down list.

Mix & match Used for Mix & Match promos (see your dealer)

Enable Zero price Sale Zero Price (e.g. White Bread)

PLU is Negative Minus Status

Enable Preset Override An amount can be typed in, i.e. an open product like MISC. High Digit Limit 3 = 999

PLU is Condiment PLU? A condiment PLU will be linked to the previous PLU & follow the PLU printing etc (e.g. white bread)

Do not print on receipts or bills Stops Printing on receipts and bills

PLU is Weight PLU Used for Kilos & Grams

Allow Manual weight entry Used for Kilos & Grams

Prompt with picture A picture JPEG can appear on the screen

Single item sale If selected the sale will be Cashed off

Set menu premium item? (uses 3rd@) Used in conjunction with set menus (see your dealer)

Quantity of 1st @ Price This is where the unit quantity is set for the main selling price, normally 1.00
Quantity of 2nd @ Price This is where the unit quantity is set for the 2nd selling price, normally if used for a half pint price this would be 0.50
Quantity of 3rd @ Price This is where the unit quantity is set for the 3rd selling price, normally if used for doubles this would be 2.00

Print in Red on KP? Prints product to kitchen in red if using a two colour matrix printer or white on a black background if using a thermal printer.

Print to KP1? Sends this product to kitchen printer 1
Print to KP2? Sends this product to kitchen printer 2
Print to KP3? Sends this product to kitchen printer 3
Print to KP4? Sends this product to kitchen printer 4
Print to KP5? Sends this product to kitchen printer 5
Print to KP6? Sends this product to kitchen printer 6
Print to KP7? Sends this product to kitchen printer 7
Print to KP8? Sends this product to kitchen printer 8

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Print to KV1? Sends this product to kitchen Video 1
Print to KV2? Sends this product to kitchen Video 2

KP Category Links the product to a category, kitchen printers can sort there orders by category.

Selective Itemizer 1 Used to include/omit the product from discounts, premiums, customer offers etc. (see dealer)
Selective Itemizer 2
Selective Itemizer 3
Selective Itemizer 4
Selective Itemizer 5

Commission 1 Used in conjustion with clerk programming to specify if a operator receives commission on the sale of this product.
Commission 2
Commission 3
Commission 4

Prompt for customer verification 1? When set to yes a dialogue box will appear on screen when this product is sold with a predetermined message, the operator must answer yes for the product to be sold ie "Is Customer over 18" answering no will prevent the product being sold. The mesage displayed can be set in Program 2 - Fixed character 2 - fixed character 76-77.

Prompt for customer verification 2? As above but with a different message.

Generate Range Servant ball dispencer code? Used in driving ranges to dispence golf balls (see dealer)

Enable SEL printing Enables ICRTouch to print shelf edge labels to your receipt or a specific printer. (see dealer)

When you have finished programming your product, you can either press the ESC button to go back to the product list, or you can press the NEXT or PREV button to go on to the next PLU,
Pressing the Lock button will keep you in the same field.

Once you have created a product you will need to assign it to the sales screen, see topic "Assigning a product to the screen"

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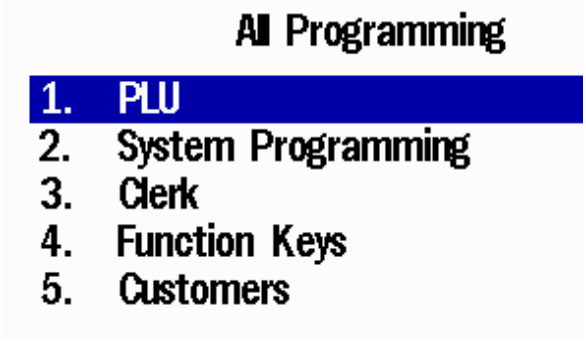
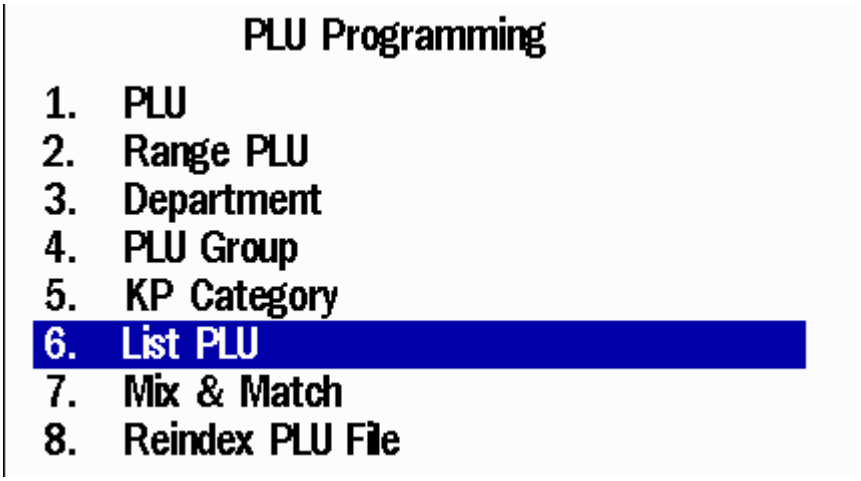
8.4 Creating PLU list boxes

To create list boxes within ICRTouch.
First you will need to goto the home mode screen from here you can select programming, for creating list boxes select program 3.

Press Enter on number 1 PLU



Press enter on number 6 List PLU



All of the List PLU's will now be displayed

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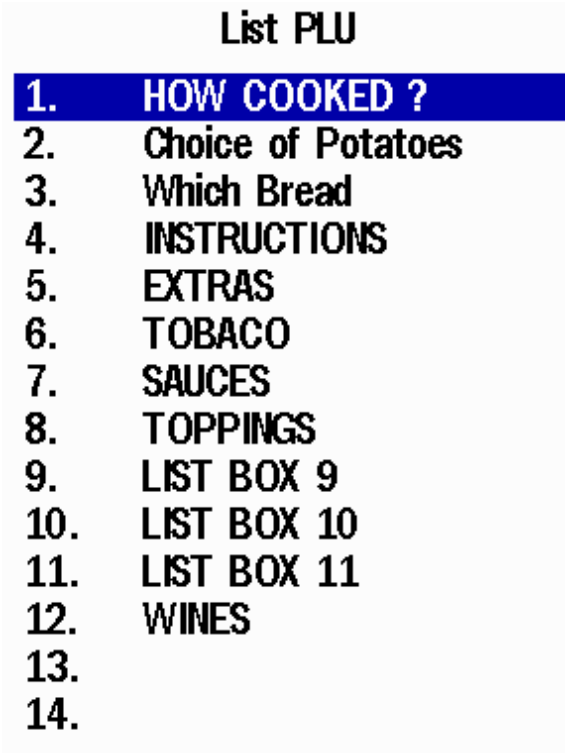
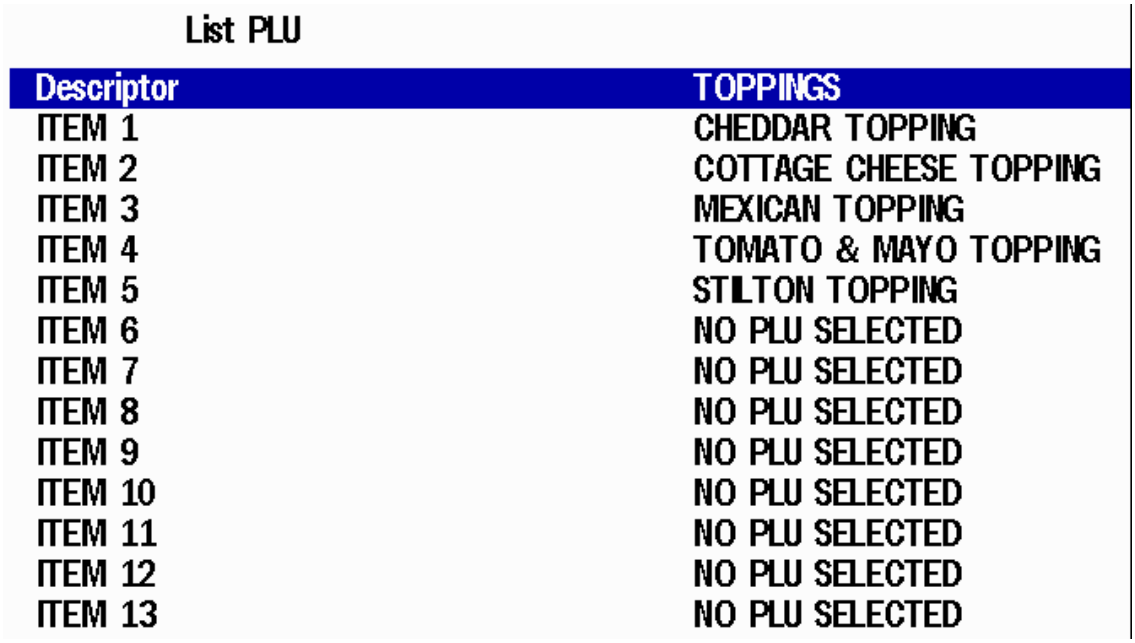


Numbers 1,2,3,4,5,6,7,8 and 12 are all lists that are in use, numbers 9,10,11,13 and 14 are all available.

If you are adding, removing a product from a existing list arrow down to it and press enter.
If you are creating a new list arrow down to an available line and press enter.



If you are creating a new list, type a title in the descriptor field press enter.
Continue as below

The above example is of a list that was already created. To add a new product to the bottom of

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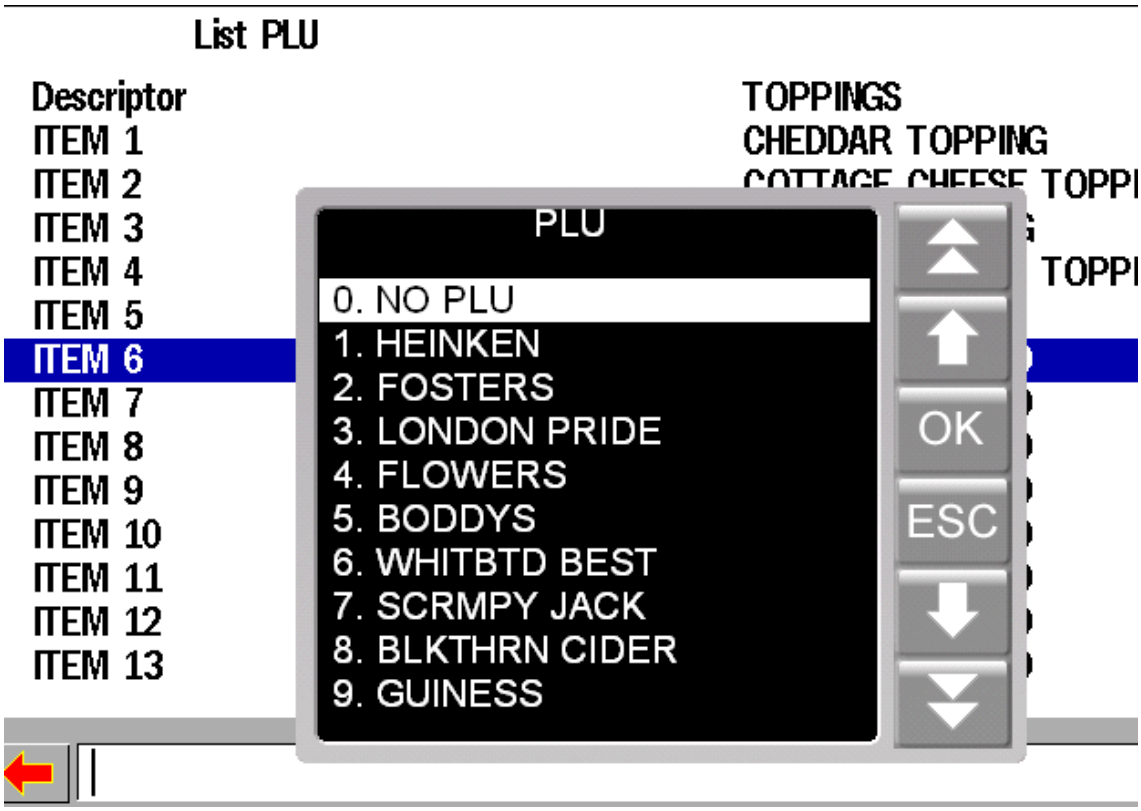
the list, arrow down to item 6 (the next free record) and press enter.



A list of all PLU's will now be displayed, arrow down to the product you want to add, and press OK.

Continue until all products have been added.

Press ESC

If more Lists are to be modified repeat as above

Else press EXIT

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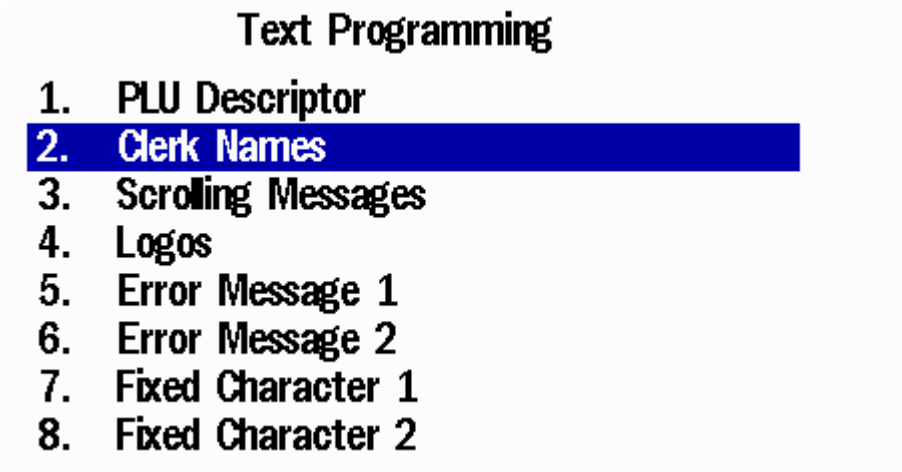
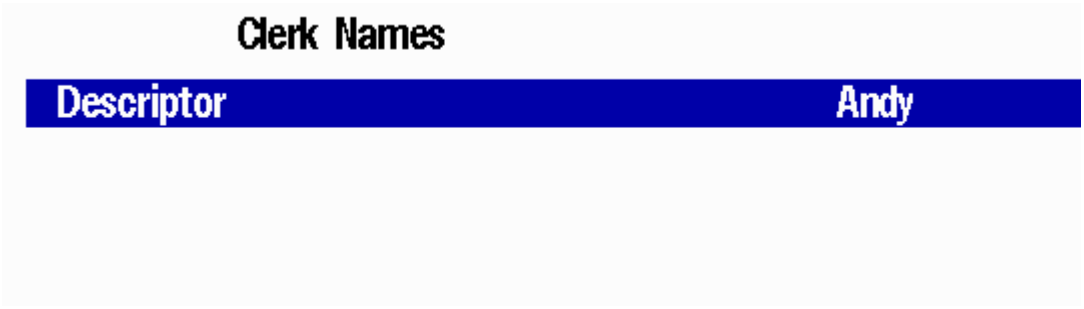
8.5 Clerk name programming

To change clerk names within ICRTouch.
First you will need to goto the home mode screen from here you can select programming, for clerk name changes select program 2.



Select option 2 Clerk Names and press enter.
You will now see a list of all clerks that are stored in your system.
Use the arrow keys to locate the clerk you wich to change the name of.
When you have located the clerk press enter, you will now be able to edit the name for that clerk.
Type in your new description and press enter.



Press ESC to return to the list of clerks to make more changes, when complete press EXIT.

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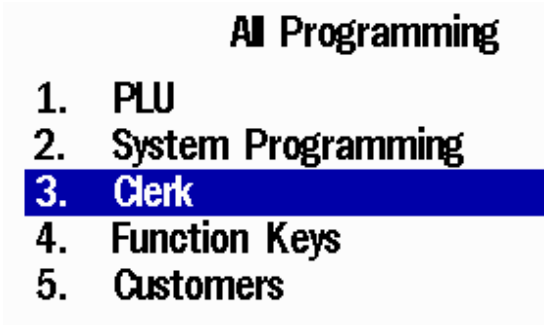
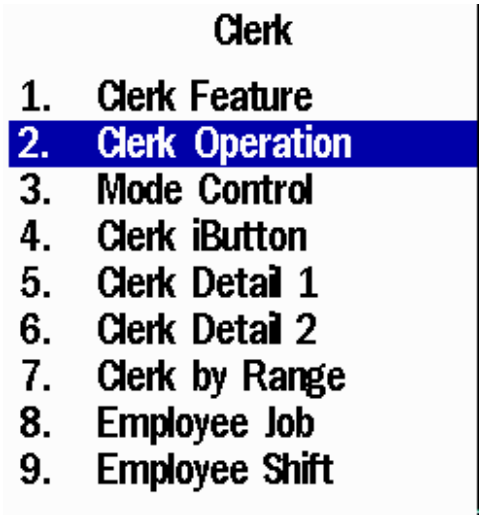
8.6 Clerk permissions programming

To change clerk permissions within ICRTouch.
First you will need to goto the home mode screen from here you can select programming, for clerk permissions changes select program 3.

Press Enter on option 3 Clerk



Press Enter on option 2 Clerk Operation



Use the arrow keys to select the operator you want to set permissions for.

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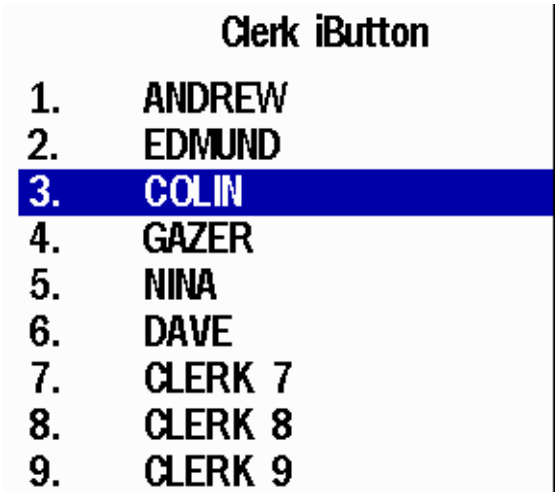
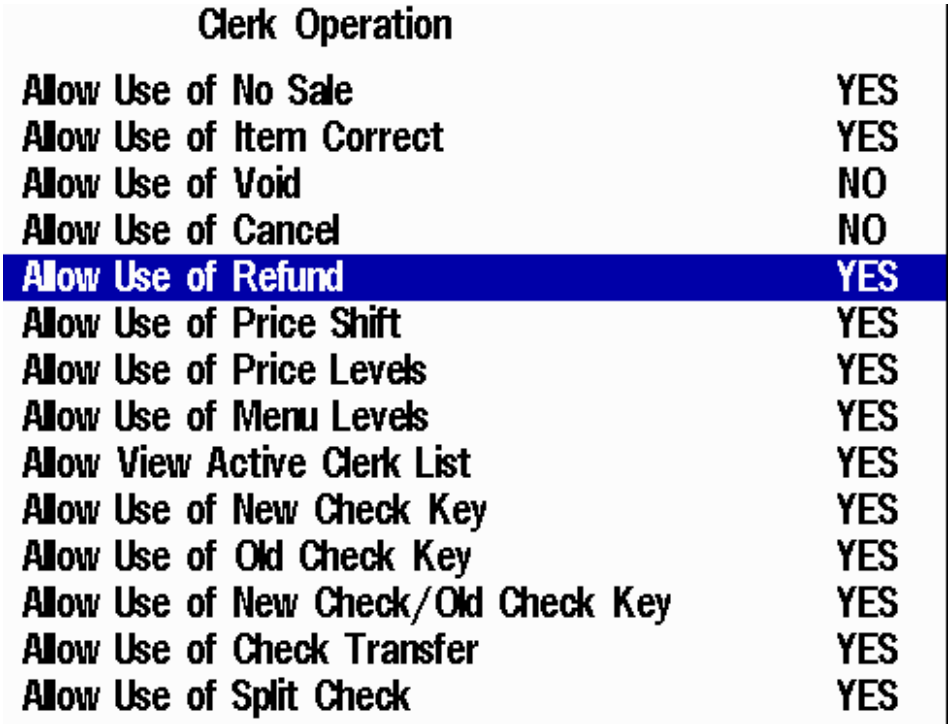


Press Enter



Here you can use the enter key to toggle between YES and NO to allow or prohibit specific functions.

.
Once selection is complete press ESC

If more operators are to be set, repeat as above

Else press exit

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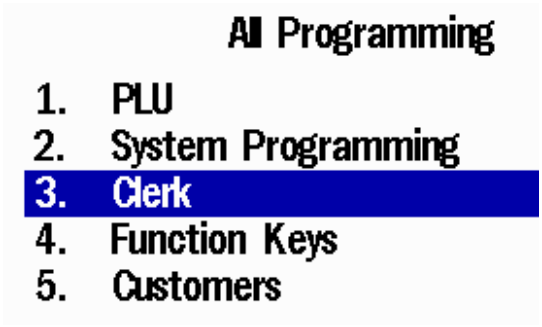
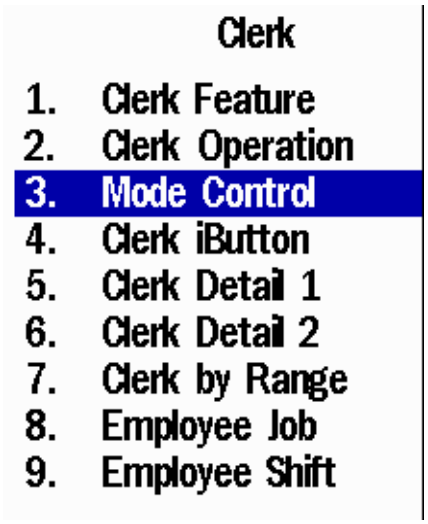
8.7 Clerk mode control programming

To change clerk mode control within ICRTouch.
First you will need to goto the home mode screen from here you can select programming, for clerk mode control settings select program 3.



Press Enter on option 3 Mode Control.



Use the arrow keys to select the operator you want to set.

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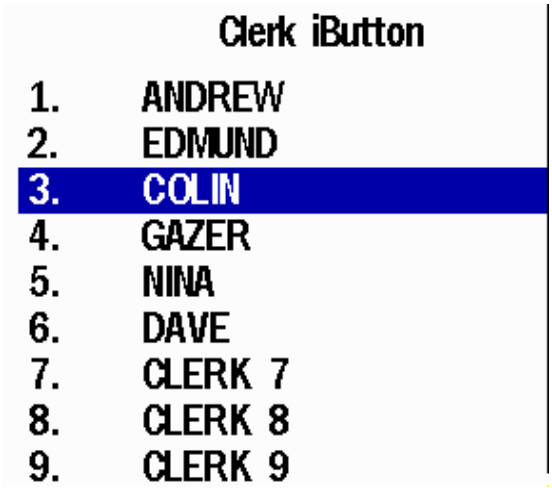
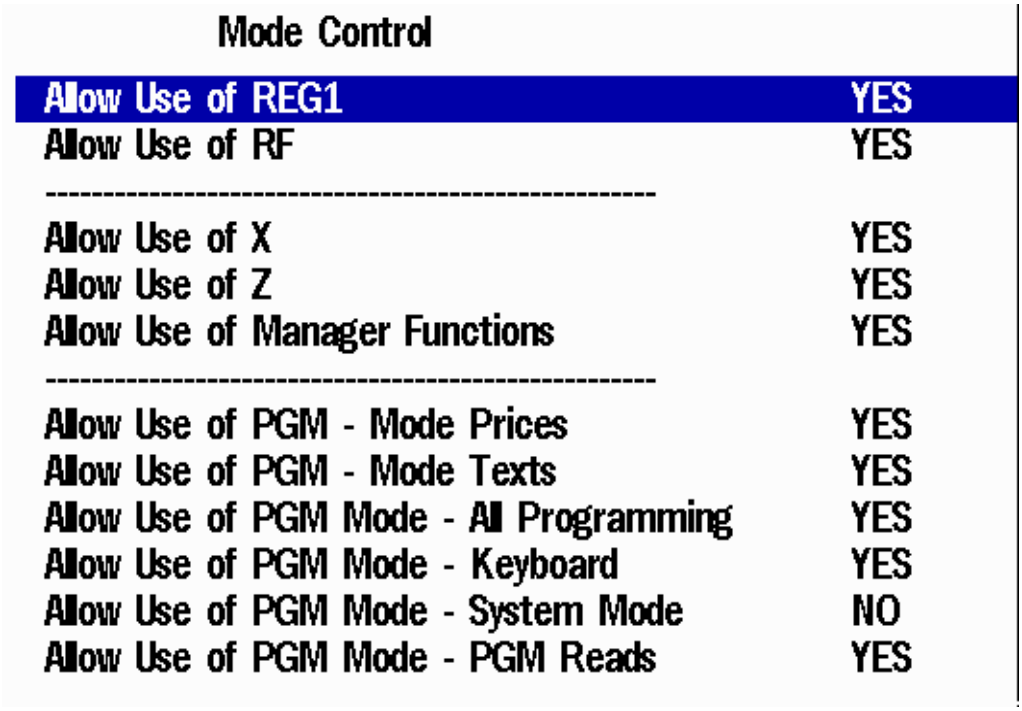


Press Enter.



Here you can use the enter key to toggle between YES and NO to allow or prohibit modes.

Once selection is complete press ESC.

If more operators are to be set, repeat as above.

Else press exit.

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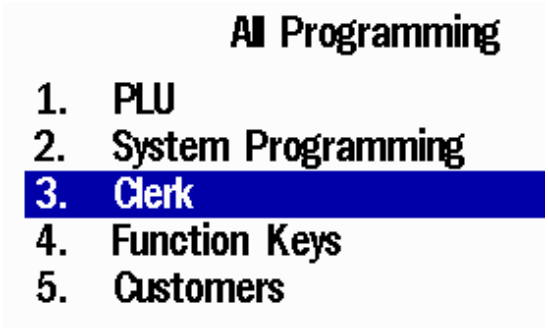
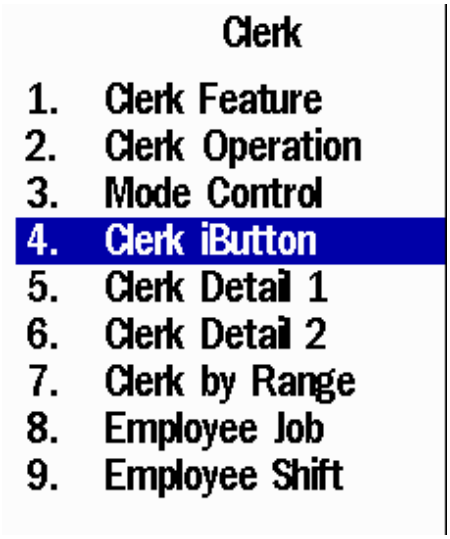
8.8 Clerk iButton programming

To program clerk iButton's within ICRTouch.
First you will need to goto the home mode screen from here you can select programming, for clerk Ibutton programming select program 3.

Press Enter on number 3 Clerk.



Press enter on option 4 clerk ibutton.



Use the arrow keys to select the operator to be assigned a key.

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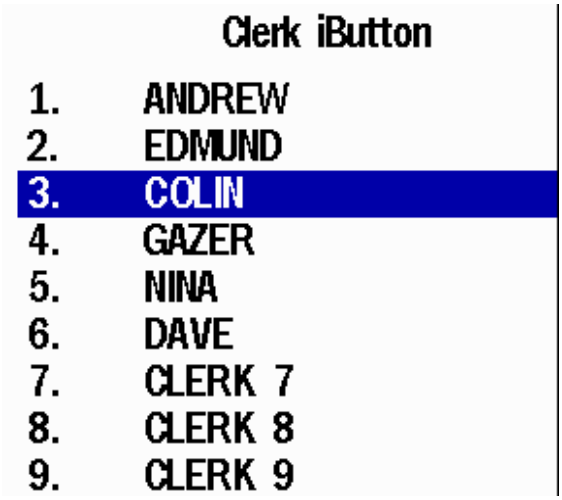

Press enter.

Touch iButton key onto reader.

Press escape.
If more operators are to be set repeat as above.
Else press exit.

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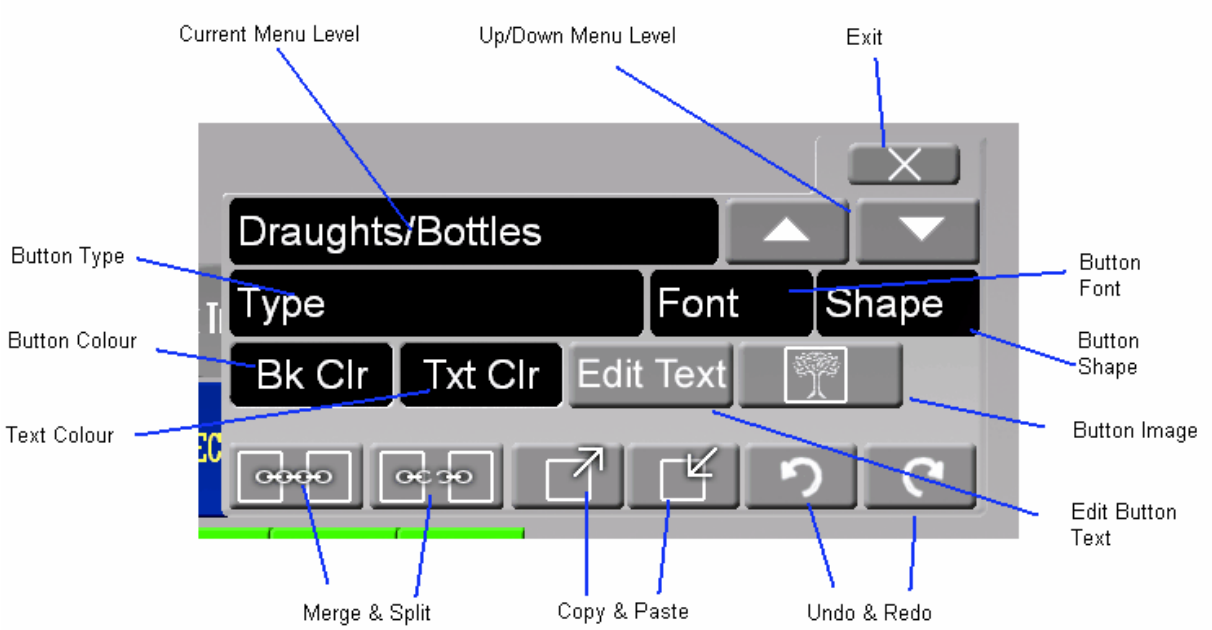
8.9 Assigning a product to the screen

To change assign products to a screen within ICRTouch.
First you will need to goto the home mode screen from here you can select programming, to assign keys select program 4.

Your start screen will now be displayed.
Use the UP arrow key to navigate to the screen you want to add the new product.

Configuration Dialogue



Use the down arrow key to go back to a screen.
Once you have found the appropriate screen, press an unused key where you want your product to be located.

Then press type in the **Configuration dialogue,** a list of functions available will be displayed

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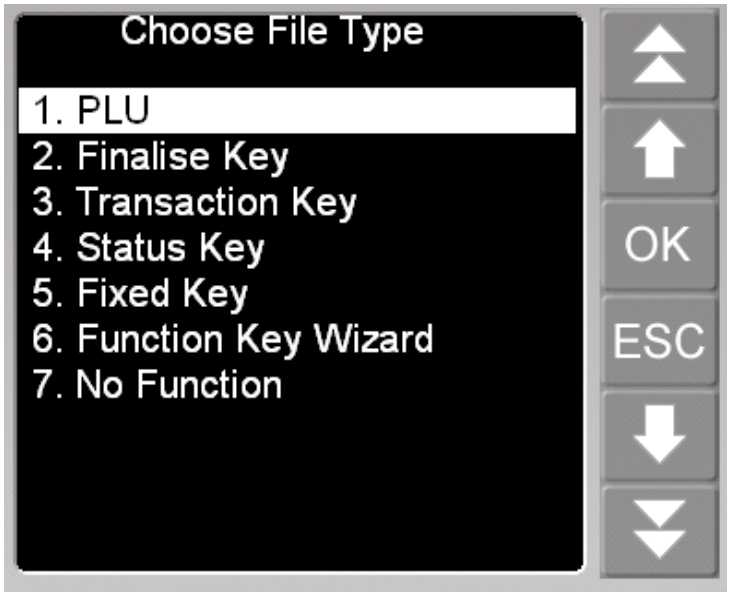
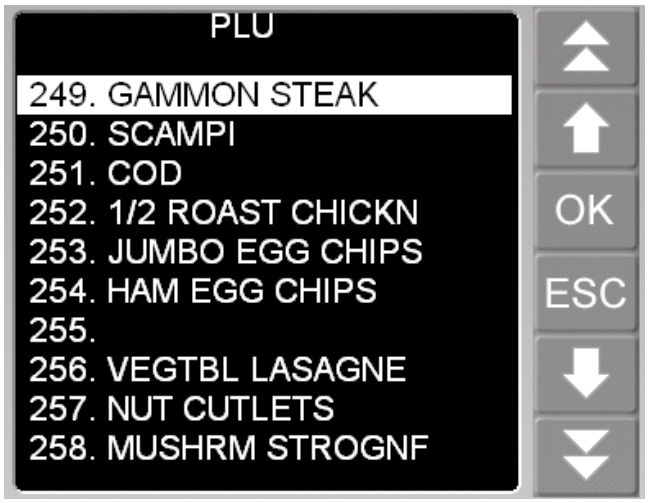


Press OK on number 1 PLU

A list of all products will be displayed.



Arrow down or up to the new product to be added, press OK
Use the single arrow key to move down one line at a time.
Use the double arrow key to move down a page at a time.

The new product will now be assigned to that key position.
The same product can be assigned to as many screens as required.
Repeat as above to assign more products to screens.
Once complete press the X key to exit.

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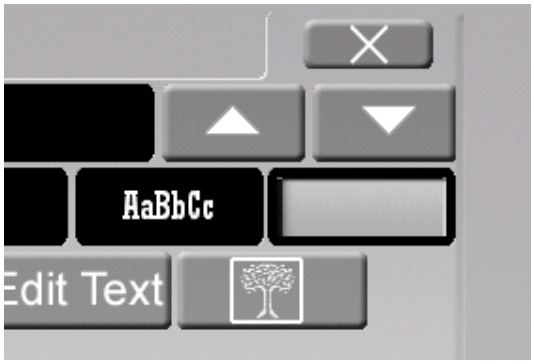

Hints/Tips

To select multiple boxes you can press the first box then drag your finger to "rubber band" all of the boxes you would like to program, assigning a PLU to the first box will cause all other boxes to be programmed with PLU's sequentially.

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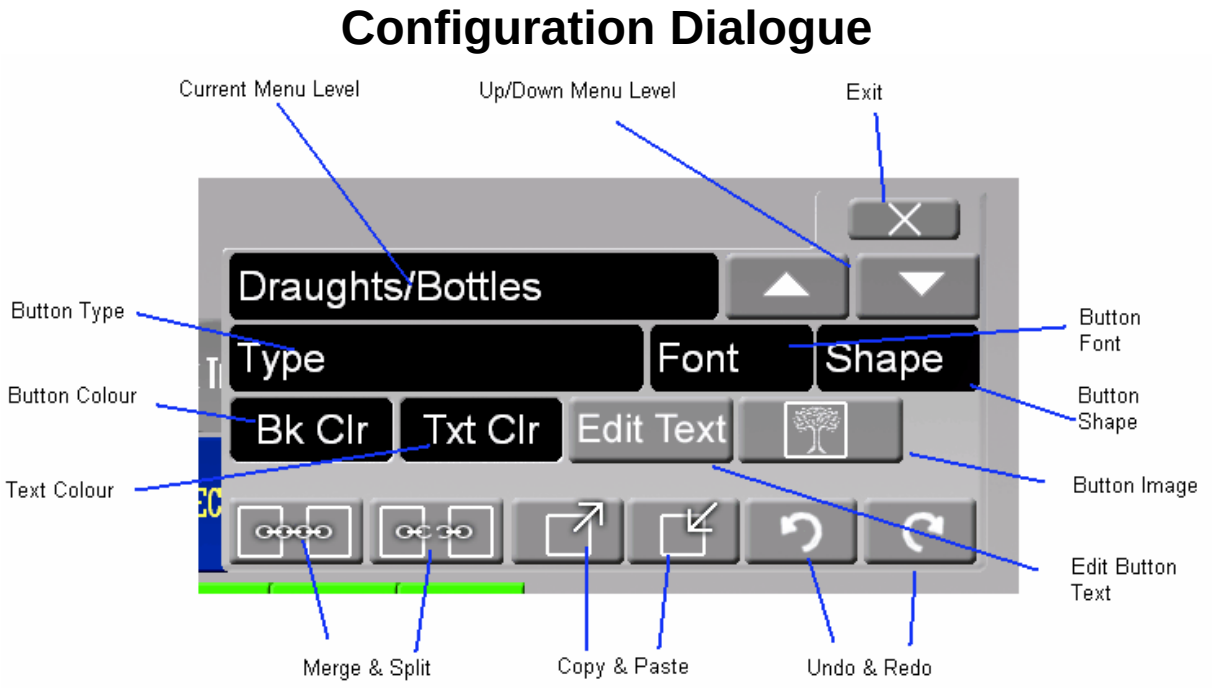
8.9.1 Changing button colour

To change key colour within ICRTouch.
First you will need to goto the home mode screen from here you can select programming, to change key colours select program 4.

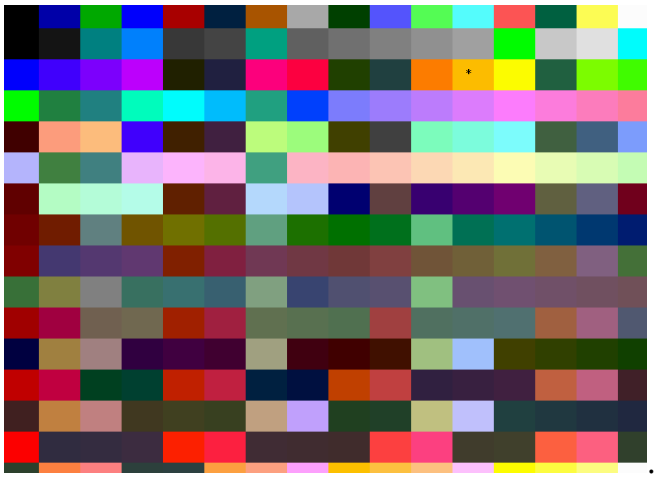
Your start screen will now be displayed.
Use the UP arrow key to navigate to the screen you want to change the buttons appearance on.



Use the down arrow key to go back to a screen.

To change the background colour of a key press that key, then press the Bk Clr key as above.
A screen of colours will now be displayed, press the required colour.

To change the text colour on a key press that key, then press the Txt Clr key as above.
A screen of colours will now be displayed, press the required colour



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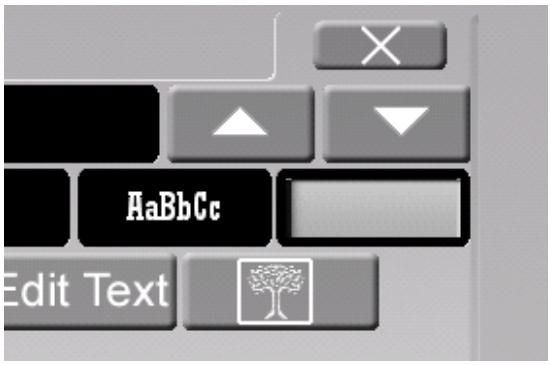
Repeat as above to change more colours.
Once complete press the X key to exit



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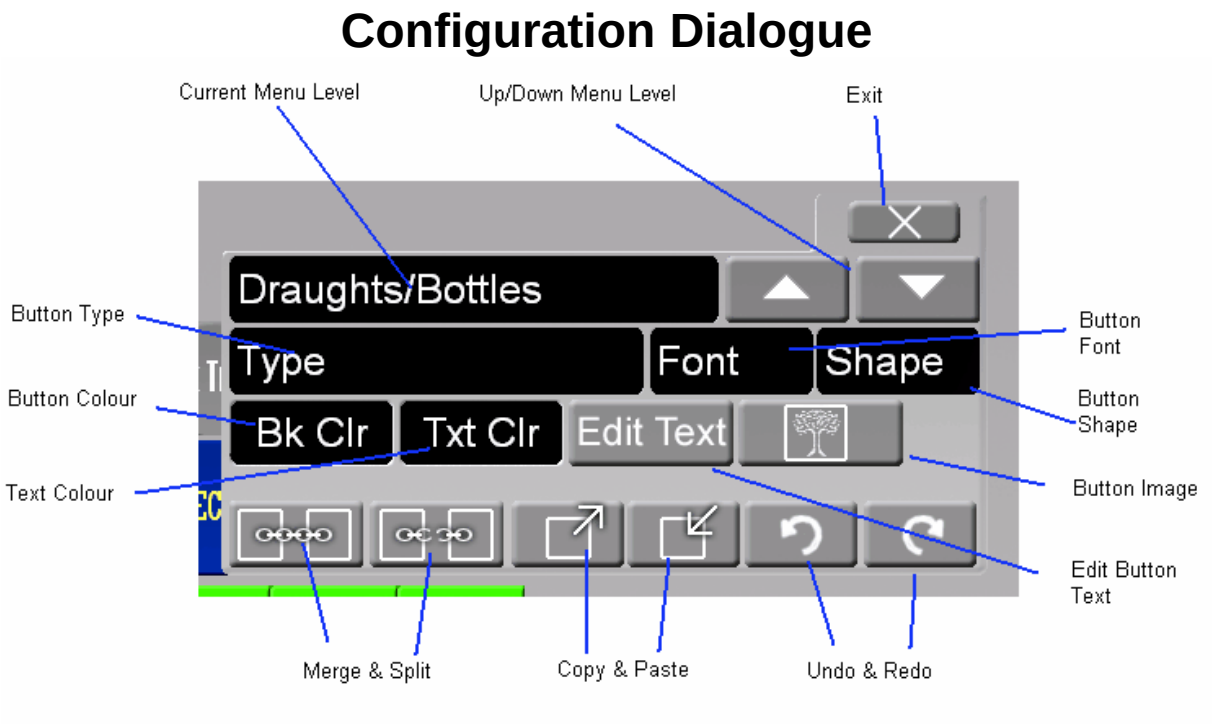
8.9.2 Changing key size

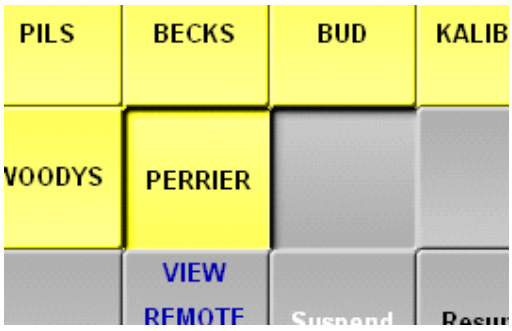
To change key size within ICRTouch.
First you will need to goto the home mode screen from here you can select programming, to change key sizes select program 4.

Your start screen will now be displayed.
Use the UP arrow key to navigate to the screen you want to change the key size.



Use the down arrow key to go back to a screen.

Once you have found the appropriate screen, press the key you want to increase in size and drag to the next blank key.



Press the merge key on the Configuration Dialogue, this is the linked chain symbol.

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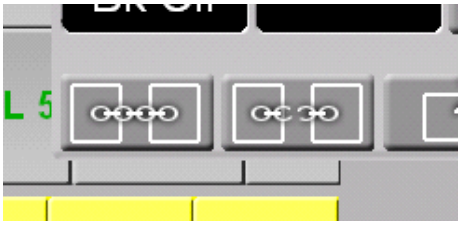
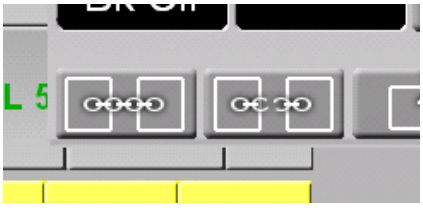
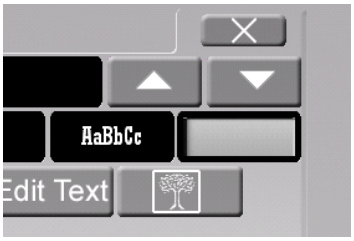


Keys can only be merged to another key of the same size.

To make a key smaller press the key you want to resize then press the un-merge key, this is the broken chain symbol.



Repeat as above to resize more keys.
Once complete press the X key to Exit.



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Part IX

9 PocketTouch 2

9.1 Overview

PocketTouch 2
Wireless Waiter Pad software.

Lightweight, handheld COLOUR touch screen, using Windows Mobile operating system, (Pocket PC).
Speeds up service - Orders are automatically transmitted via the latest RF technology to the relevant kitchen and bar printers.
Reduces incorrect or illegible orders.

Increases customer spend.

Developed by ICR, which means an unequalled level of integration with the rest of the EPOS system.

Advantages of PocketTouch2

More time
Service specialists are able to remain just where they are needed most: with the guests. The result is less wasted effort, no crowding around a terminal - and more time to take orders, generate sales and help customers.

More turnover
Time savings mean that waiters serve more people, and pay more attention to guests. Projected over the whole year, individual diners having an extra item or beverage makes a huge difference; sales increases of at least 10 percent are the norm. What's more, incorrect and missed orders become a thing of the past.

More customer satisfaction
Word soon gets around that guests prefer establishments that use PocketTouch2. Orders are served faster, there's no waiting for the bill and guests simply enjoy good food, good drinks and excellent service. When guests are happy they spend more, visit more often and recommend you to others.

More savings through greater efficiency
In most restaurants, 80% of sales are made in 20% of the time. More efficient serving processes and greater continuity at the bar and in the kitchen are therefore invaluable. Fast, accurate billing at the diners' tables is another advantage: all meals and drinks are registered with precision, and a clearly itemized bill appears from the terminal at the touch of a button. Nothing is missed and no payment errors are made.

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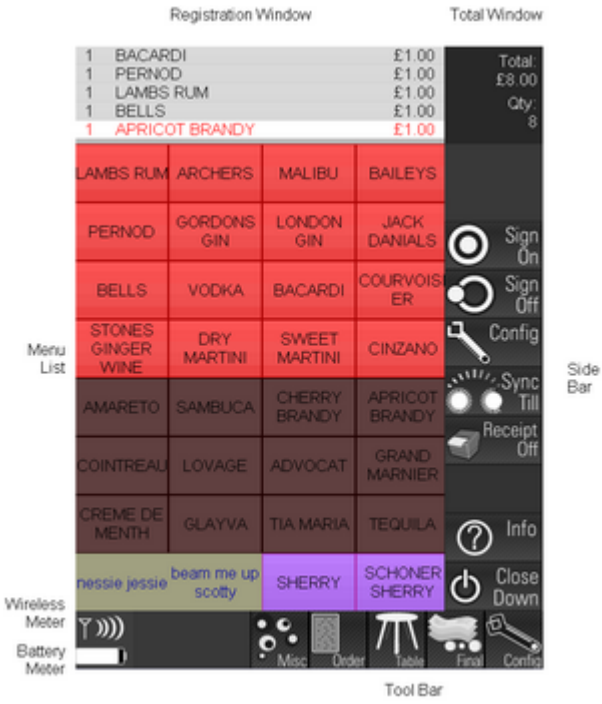
9.2 Layout



Registration Window

This shows all the items registered in the current sale. Double tapping this area converts this into full screen mode and selects the Order side bar.

Total Window

Shows the current sale total and number of items registered.

Menu List

Shows the items available for the current keyboard level. If there are more items in this level than can be shown on screen then you can drag you finger up and down to scroll list. The back button returns to the main home level. You can also drag your finger along the screen to the right to move to the next menu level or to the left to move to the previous level.

Tool Bar

The tool bar buttons are used to bring up each of the side bars. Pressing the same tool bar button again hides the side bar

Side Bar

Shows a list of available function buttons

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Battery Meter

Shows the current battery state

Wireless Meter

Shows the current wireless signal level, note that this is not supported on all hardware platforms

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9.3 Sidebar Functions

Configuration Side Bar

Sign On

Use the 4 digit secret sign on number from ICRTouch to log a cashier onto the device.

Sign Off

Signs off the current cashier.

Configuration

Allows some of the configuration options like host ip address to be entered.

Sync Till

Extracts the required program data from ICRTouch.

Receipt On/Off

Turns the automatic issuance of receipts after each sale on or off.

Information

Brings up the information dialog showing things like licence number, software version etc

Close Down

Exits the PocketTouch 2 software

Finalisation Side Bar

Cash

Finalises the current sale as a tendered sale.

Send to Table

Opens the floor plan dialog so that the current sale can be sent to a table

Cancel Sale

Cancels and deletes the current active sale with no further processing

Table Side Bar

Open Table

Opens the floor plan dialog so that the contents of an active table can be extracted from the check master

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Send to Table

Opens the floor plan dialog so that the current sale can be sent to a table

Print Bill

Opens up the floor plan dialog and prints a bill for the selected table

Order Side Bar

When the order side bar is called up the registration is opened in full screen mode. If there are more items in the registration window than can be shown on screen the window can be scrolled by dragging it up and down.

Add Item

Increases the quantity by 1 on the selected item

Subtract Item

Decreases the quantity by 1 on the selected item. It the item's quantity is 1 then the item is removed.

Line Correct

Removes a whole line from the registration window regardless of it's quantity.

Toggle Price

Used to toggle between 1st @, 2nd @ and 3rd@ prices - for example halves and doubles.

Multiply

Allows a quantity to be set against the selected item

Miscellaneous Side Bar

Message to Kitchen

Pops up a keyboard to allow a custom message to be sent to the kitchen.

Preset Message to Kitchen

Allows the user to select from one of a range or preset messages that can be sent to the kitchen.

Hand Written Message to the Kitchen

Pops up the handwriting dialog allowing the user to scribe a message that is printed on the kitchen printer.

Discount %

Applies a percentage discount to the current sale

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Discount Amount

Applies an amount discount to the current sale

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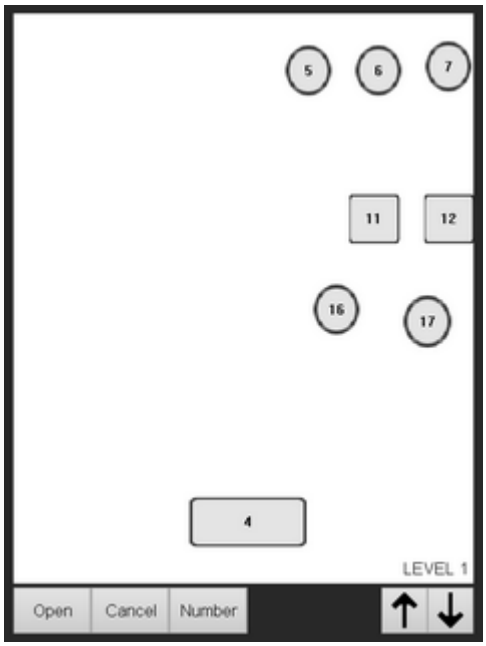
9.4 FloorPlan



If the floor plan area is larger than the dialog then the area can be scrolled by dragging it around.

Open

Performs the requested operation on the selected table, for example sends the current sale to that table.

Cancel

Closes the floorplan dialog without performing any further actions.

Number

Allows a table to be selected by number.

Up & Down Level

Allows the user to select which floor plan level is shown.

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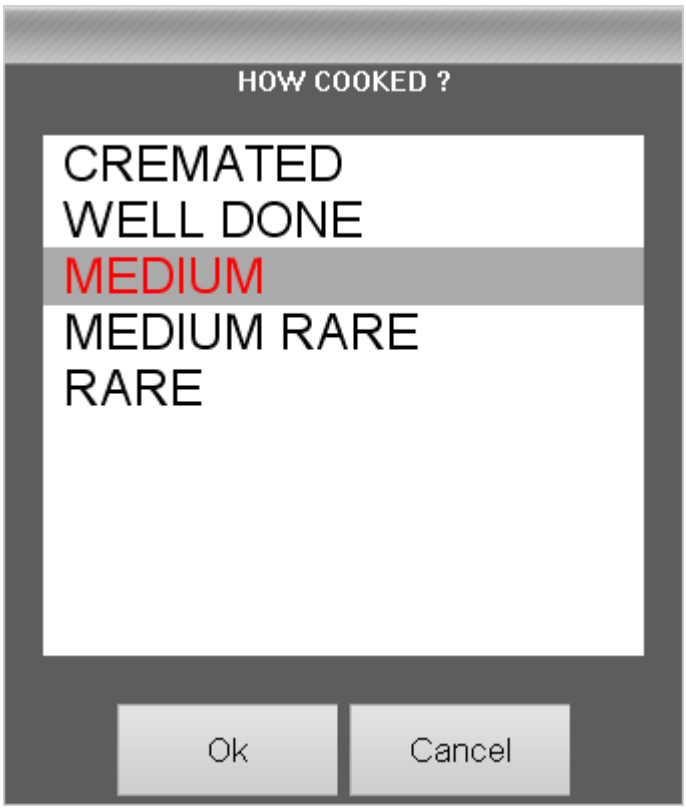
9.5 Item List Dialog



When there are more items in the list than can be shown on screen then it is possible to drag the list of items up and down in order to access the rest.

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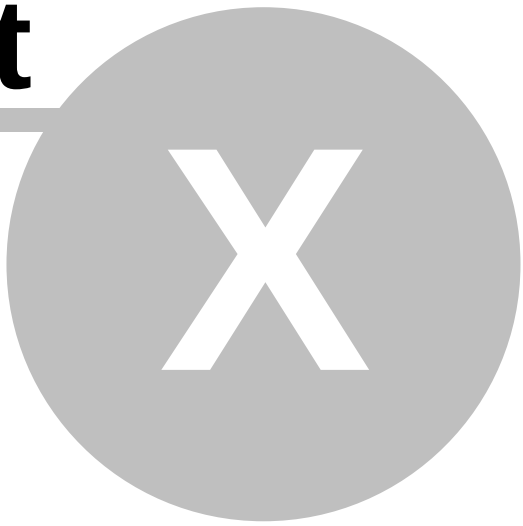
Notes

Part



10 Notes

10.1 Notes

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10.2 Notes

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10.3 Notes

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10.5 Notes

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